



# Personal Care Home Program



Winnipeg Regional  
Health Authority

*Caring for Health*

Office régional de la  
santé de Winnipeg

*À l'écoute de notre santé*

## Table of Contents

<a href="#"><u>The Personal Care Home Program</u></a> .....	page 3
<a href="#"><u>Paneling Process</u></a> .....	page 3
<a href="#"><u>Transition Advisory Panel (TAP)</u></a> .....	page 7
<a href="#"><u>Choosing a Personal Care Home</u></a> .....	page 7
<a href="#"><u>Personal Care Home Services</u></a> .....	page 8
<a href="#"><u>Medical Care in Winnipeg Personal Care Homes</u></a> .....	page 13
<a href="#"><u>The WRHA Personal Care Home Program Team</u></a> .....	page 15
<a href="#"><u>Personal Care Homes in Winnipeg (Appendix A)</u></a> .....	page 18
<a href="#"><u>Personal Care Home Checklist (Appendix B)</u></a> .....	page 32



## **The Personal Care Home Program**

Within the Winnipeg Health Region there are 39 Personal Care Homes (Appendix A) where over 5,700 people live and receive personal care and health services.

A Personal Care Home (PCH) provides personal care services to individuals who can no longer manage independently at home with family support and/or community services such as home care and where other assisted and supportive housing options are not suitable.

### **Who should you talk to about whether a personal care home is the right option for you?**

If you live in the community, contact your Home Care Case Coordinator for more information. If you do not have a Home Care Case Coordinator, call the Home Care Intake line at 788-8330.

If you are in the hospital, ask to speak to the Social Worker or Access Coordinator, Long Term Care at 833-1760.

### **Paneling Process**

- Once needs are no longer being managed at home the Home Care Case Coordinator will review other options such as assisted living, supportive housing, and companion care. If it is decided that moving to a PCH is the best option steps will be taken to complete an application for long term care.

[Back to Table of Contents](#)

- The Case Coordinator completes an application form, in consultation with the individual, family, and health care team.
- The Case Coordinator presents the application to the Long Term Care (LTC) Access Centre Panel Review Board (see page 3).
- If the individual is in the hospital, the LTC Access Coordinator completes the application and presents the application to the LTC Access Center Panel Review Board.
- If the application is approved by the Panel Review Board:
  - The individual's name is placed on the wait list for their preferred and/or alternate choice of PCH. Applications are forwarded to the PCH by the LTC Access Center.
  - A staff member from the PCH reviews the application and contacts the individual or family to ensure the PCH can meet the individual's needs and to plan for admission.
  - The PCH notifies the individual or family (and hospital if required) of the planned admission.

### **What is "Panel"?**

Paneling is the approval process for eligibility for the Long term care program including admission to the PCH Program. The Panel Review Board includes physicians and staff from the Long Term Care Access Centre and Home Care. Their role is to review the application information to ensure the most appropriate care option has been determined. The individual and/or family are welcome to participate. If the Panel determines the individual does not require a PCH placement at that time, the application will be rejected. A decision may be deferred if additional information is required.

[Back to Table of Contents](#)

### **What if the Panel Review Board denies the application?**

If the Panel Review Board denies the individual's application the Coordinator discusses community or other options with the individual/family. The panel decision can be appealed by writing to the Manitoba Health Appeal Board, Main Floor, Room 102-500 Portage Ave., Winnipeg, MB, R3C 3X1. More information is available at their website:

<http://www.gov.mb.ca/health/appealboard/docs/pamphlet.pdf>

### **Can a Personal Care Home refuse an individual's application?**

Yes. A PCH may decline an individual's application if the Home cannot meet the individual's care needs. This decision can be appealed by the individual or family member by completing a WRHA *Request for Appeal* form. This form can be obtained through the WRHA Personal Care Home Program by calling 831-2963.

### **How are wait lists managed?**

The day the application is approved by the Panel Review Board is referred to as the "Panel Date". The wait lists for the PCHs in Winnipeg vary from a few days to months or years depending on the PCH chosen. If at any time an individual wants to change the choices or decides that he/she no longer wishes to move from the Home they are in, the PCH staff or Social Worker will assist the resident/family and notify the Long Term Care Access Centre

[Back to Table of Contents](#)

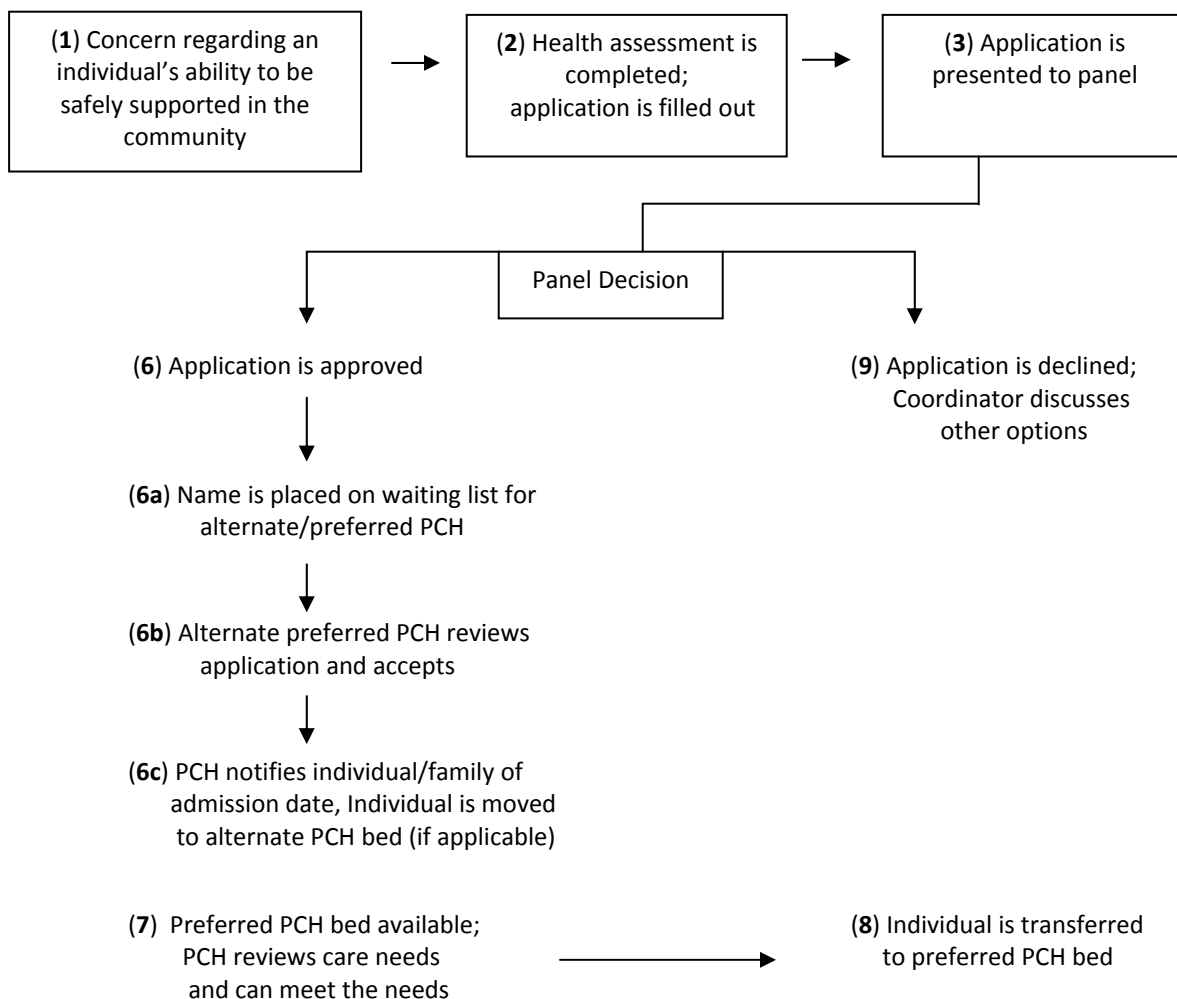
# The Personal Care Home Admission Process

## For Someone in the Hospital

Hospital staff and an Access Coordinator from the WHRA Long Term Care Access Centre will facilitate the application process.

## For Someone in the Community

If someone lives in the community, a Home Care Case Coordinator will facilitate the application process.



[Back to Table of Contents](#)

## How much does it cost to live in a Personal Care Home?

All residents of PCHs in Winnipeg are required to pay a charge, called a *residential charge*, which is set by Manitoba Health. The daily charge is determined by an assessment of the annual income of each resident and is re-evaluated by Manitoba Health annually in August. To calculate Residential Charges, please visit the Manitoba Health website:

<http://www.gov.mb.ca/health/pcs/calculator.html>

Applicants admitted to hospital begin paying the residential charge once their application has been approved at panel. **All hospital paneled clients must move to the first available, appropriate PCH bed. If not, the hospital has the right to charge the client \$200.00 (daily) rate instead of the usual residential charge.** Applicants waiting in the community for placement in a PCH begin paying the residential charge on the day they are admitted to the home.

## Transition Advisory Panel (TAP)

The purpose of this monthly panel is to facilitate the placement of individuals with challenging behaviours in the most appropriate long term setting. The panel is a consultative group and members offer expertise related to the resources available to an individual. Some individuals may not be appropriate for long-term care.

## Choosing a Personal Care Home

There are a variety of PCHs to choose from in Winnipeg (Appendix A). They differ in size, location, culture, religious affiliation and ability to meet care needs.

There are many factors to consider when choosing a PCH. It may be helpful to visit the ones you are interested in. It is advisable to visit several PCHs before making a decision. Appointments for tours should be made by calling the PCHs directly. Contact information for each of the PCHs in Winnipeg can be found in Appendix A.

A checklist is provided in Appendix B to use when visiting and evaluating personal care homes.

[Back to Table of Contents](#)

## Personal Care Home Services

PCH staff work closely with residents and their families to meet the resident's needs and provide quality care. PCHs provide:

- 24 hour nursing care
- personal care
- basic medical supplies
- meals
- medications eligible under Manitoba's PCH program
- activities/recreation
- housekeeping
- laundry/linen service



Staff can include Nurses, Nurse Practitioners, Physicians, Health Care Aides, Occupational Therapists, Physiotherapists, Rehabilitation Aides, Recreation Facilitators, Social Workers, Spiritual/Pastoral Care staff, Dietitians, and Pharmacists.

Professional staff, available for consultation as the need arises, includes Speech Language Pathologist, Geriatric Mental Health Clinician, Geriatric Psychiatrist, Respiratory Therapist, Clinical Nurse Specialist, Palliative Care Clinical Nurse Specialist and Clinical Health Psychologist.

Other services such as hairdressing, foot care and dental care are available at most PCHs for a fee. Education and support programs for residents and families may be offered.

[Back to Table of Contents](#)

## **Assessment and Care Plan**

On admission and at minimum every three months, a computerized MDS (Minimum Data Set) assessment is completed for every resident that lives in a personal care home. This interdisciplinary assessment is used as a basis for developing an individualized plan of care and triggers areas requiring further assessment. As well, this computerized system allows PCHs and the Winnipeg Health region to evaluate the quality of care by comparing their data on a variety of clinical and safety quality indicators with other PCHs and other regions.

## **Resident and Family Councils**

Residents and families are active participants in achieving quality of life for residents. Each PCH has a Resident Council that provides a forum where residents have an opportunity to participate in decision making and provide feedback about life in the PCH. As well, many PCHs have Family Councils.

## **Care Conferences**

Within 8 weeks of moving into a PCH, a meeting with the resident, family and health care team members will be held. The focus of the meeting is to ensure that the plan of care addresses all of the resident's needs.

A care conference is held once per year or more often if the need arises.

## **Medication Reviews**

The Physician or Nurse Practitioner, Pharmacist and Nurse review resident medications at the time of admission and quarterly to consider benefits and possible side effects. The pharmacist is available to answer resident, family and staff questions about medications.

## **Medical Services**

Each resident will be assigned a Physician or a Nurse Practitioner (NP). The provider generally visits the PCH weekly and addresses medical issues and concerns. As well, they are available for phone consultation to the nursing staff 24 hours per day 7 days per week. A complete physical is provided to each resident every two years.

[Back to Table of Contents](#)

Medications and treatments are administered by nurses as prescribed by physicians or NPs. Medications or treatments requested by the resident or family will be given consideration by the team. If it is felt that there is not enough scientific evidence to support the efficacy or safety of the request, the physician or NP is not obligated to prescribe it. The family may have the opportunity to administer the medication or treatment independent of the nursing staff. In order to prevent undue risk for the resident it is important to openly communicate with the care team about medications, products and treatments that are being administered.

### **Wheelchairs and Specialized Seating**

Many individuals going to a PCH need a wheelchair for mobility. PCHs **do not** supply wheelchairs for daily use and individuals must provide their own wheelchairs and seating equipment based on an Occupational Therapist's assessment and recommendation. Individuals who have insurance may want to consult their plan for coverage.

### **Advance Care Planning: Respecting Autonomy, Honoring Choice**

When a resident is admitted to a PCH, the health care team will ask about wishes for future care and medical treatment. An Advance Care Planning/ Goals of Care discussion is an opportunity to participate in care planning with the health care team. The health care providers will talk with the resident and the substitute decision maker (if desired and/or appropriate), about the resident's condition and the care that would and would not be desired, and what can be expected from treatment and care. The health care providers will want to know what is important to the resident, and the resident is encouraged to ask questions and share concerns, expectations and preferences.

If a Health Care Directive or an Advance Care Plan/ Goals of Care has already been completed a copy should be given to the PCH health care team. The doctor, nurse practitioner or other health care providers can answer questions about advance care planning. Information is also available at the following website: [www.winnipeghealthregion.ca/acp](http://www.winnipeghealthregion.ca/acp)

[Back to Table of Contents](#)

## **Respiratory Program**

Residents in PCHs sometimes have respiratory issues that require treatment or the services of a respiratory therapist. The most common respiratory treatment in a PCH is oxygen therapy.

If oxygen therapy is required prior to being paneled for a PCH, information will be reviewed to see if the oxygen therapy can be supported in that setting. If it is determined that oxygen therapy can be provided, an oxygen concentrator will be provided at no charge which will provide stationary oxygen.

The PCH that accepts individuals with oxygen therapy must provide an equivalent of 2-3 hours per day of portable oxygen at no charge. If more is required, the PCH will provide it but there will be an additional charge.

There is a respiratory therapist that works with the PCHs in Winnipeg. The therapist provides assessments, education and recommendations for therapy. The therapist is available on a consult basis during regular working hours. Your personal care home knows how to access respiratory therapy services when required.

## **Managing money in a Personal Care Home**

PCHs have a process in place whereby residents can access funds for expenses that arise. It is not advisable for residents to keep money or valuables in their room as the PCHs are not responsible if items go missing.

Expenses may include:

**CLOTHING:** Purchase, replacement, labeling, major repairs, alterations, dry cleaning of owned items e.g. dry cleanable items such as drapes, blankets.

**ROOM SET-UP:** Television, phone and internet hook-up and monthly charges, including charges for moving phone, cable or internet service to a preferred room.

**PERSONAL CONSUMPTION/USE:** Cosmetics, deodorant, mouthwash, toothbrush & paste, denture cleaner, facial tissue, non prescription lotions, creams, sun screen, ointments, personal hygiene products where the resident prefers a type not supplied by the facility, support hose, compression stockings, compression garments, alcohol, candy.

[Back to Table of Contents](#)

**PERSONAL AIDS:** Dentures (including labeling and repair), denture adhesive, eye glasses, hearing aides and batteries.

**PERSONAL SERVICES:** Hiring of additional private services such as hairdressing (shampoo, cut, color, perm), manicures, pedicures, massage therapy, chiropody, foot care nurse, companion care or private duty nursing.

**EQUIPMENT:** *For personal use that remains personal property.* Equipment may include: Lift slings, commodes-not to be shared, transfer belts for personal use, transfer poles, wheelchairs (WCs) for daily use, or custom fitted ones, personal WC cushions, specialized WC seating for pressure reduction/relieving, walkers, crutches, canes for long term use, compression garments, portable oxygen for outings other than approved recreation programs, insurance for repair or loss of personal belongings, repair and preventive maintenance contract for owned equipment.

**MEDICAL/NURSING SUPPLIES:** Incontinence care products preferred by the resident and not supplied by the facility.

**DIETARY SUPPLIES:** Personal use aids and utensils.

**DRUGS:** The cost of drugs or medication not included in the Manitoba Health nursing home formulary.

**PREVENTATIVE HEALTH CARE:** Foot care, optometry and dental services may be available on site for a fee. If not, it is advised to continue ongoing follow-up with the resident's usual practitioner. The resident is responsible for making appointments, arranging transportation and any associated costs.

**TRANSPORTATION for medical care:** The resident may be responsible for ambulance or stretcher care service for trips that result in hospitalization. The resident is also responsible for medical appointments arranged by the family that are not a request of the attending physician or NP.

**If you are unsure of what the Home does and does not provide please ask the Personal Care Home staff**

[Back to Table of Contents](#)

## **Medical Care in Winnipeg Personal Care Homes - FAQ**

### **Do Winnipeg PCHs provide medical care to their residents?**

Every resident has medical care provided by a physician (MD) and/or a nurse practitioner (NP). There is access by telephone to advice from a physician for every PCH in Winnipeg, 24 hours a day, 365 days a year.

In addition, all PCH residents are seen daily by nursing and other staff who form an important part of the medical care in monitoring for symptoms, assessing residents who are unwell, communicating issues with physicians and nurse practitioners, and observing results of treatment.

### **How often do MDs/NPs attend the PCH?**

Most physicians who provide care to PCH residents do so to groups of 20 or more residents concentrated in one or a few homes. For each 'unit' or group of 20 to 40 residents, a physician may plan to visit once per week to do a scheduled 'rounds', and then deal with other issues by telephone during weekdays. Most physicians work elsewhere and are not in the PCH except during weekly rounds.

Nurse practitioners in WRHA PCHs currently are providing care to 80 to 120 residents of one or two PCHs as their full time job. They are usually in one of the two PCHs during weekdays.

### **I saw my physician every month when I was at home. Why doesn't my MD/NP see me weekly or monthly in the PCH?**

There may be less need for frequent MD/NP visits when nursing staff observe residents daily and can report significant issues to the MD/NP for attention when needed.

### **Can I call or meet with my MD/NP? with my family member's MD/NP?**

Residents who need to see the MD/NP usually do so during weekly rounds. If the issue is more urgent, sometimes the MD/NP may be able to make a special visit, but this may not be possible if the MD/NP is tied up elsewhere. If the issue cannot be addressed with telephone advice, transfer to the emergency department or hospital may be arranged.

Family members should report concerns about health status to the nursing staff. For some issues, the nurse may be able to address it directly. If contact with the physician is required, the family may wish to phone or attend during weekly rounds, or to ask that the MD/NP call at a mutually convenient time.

[Back to Table of Contents](#)

For the most part, the MD/NP is best able to answer questions or address concerns when on-site at the PCH with access to the chart and other team members.

**Can I have my regular family doctor look after me in the PCH?**

Most PCHs welcome physicians who are available to provide care to their patients in PCHs. Unfortunately, most physicians with a primary care practice and/or other commitments are not also able to make themselves available to the many different PCHs to which their patients may be admitted. The model where a few MD/NPs provide care to residents of each PCH evolved for this reason. If, however, your physician is willing to see you regularly and respond to telephone calls about your care when needed, you may approach management at the PCH to enquire about arranging admitting privileges for him/her.

**Why would I/ my family member have to go to hospital? Why can't all necessary care be provided in the PCH?**

A PCH provides personal care to those whose health status makes them unable to remain independent with the supports available in the community. There is a basic level of medical and nursing care in the PCH as described above, but this differs significantly from a hospital. For example, there are differences in the amount of time physicians are on site, whether specialists are available, the ratio of nurses to residents, the availability of laboratory tests, the types of treatment which can be administered and many other differences.

[Back to Table of Contents](#)

## **The WRHA Personal Care Home Program Team**

The WRHA PCH Program team is an interprofessional team who provides leadership and support for the personal care homes in Winnipeg. The team monitors quality of care, identifies opportunities for improvement and promotes best practice in long-term care.

### **Quality Improvement**

To ensure that residents receive high quality care and services, quality improvement initiatives include:

- Participation in accreditation. Through Accreditation Canada an independent group of health professionals compare the care and services provided at the PCH to national standards
- Manitoba Health and PCH Program complete an assessment of compliance with provincial care standards every two years
- Monitoring of care practices
- Complaint management process
- Occurrence reporting process
- Resident/family satisfaction surveys

### **Complaint Process**

Each PCH has a posted process for complaints resolution. If a problem is encountered, it is always best to speak to the person or people most directly concerned with the issue. It can also be helpful to ask a friend or relative for advice on how to proceed.

Concerns/complaints can be expressed to any member of the staff by the resident or family. An independent advocate could be asked to make a complaint on the resident's behalf. It is important to provide a thorough summary of the facts including relevant dates and times.

If the concern is not resolved successfully at this level, the WRHA Complaint Management process can be accessed by calling the WRHA Clients Relation Coordinator at 926-7825. The Complaint Management Process offers residents and families a way to express their concerns regarding a PCH or the long term care system.

[Back to Table of Contents](#)

While it is important to express feelings, it is important to stay focused on the facts so that the concern will have a successful resolution and the situation improves.

## **Manitoba Health Protection for Persons In Care**

The WRHA PCH Program works closely with the Manitoba Health Protection for Persons in Care Office. This Office, an independent body, receives and investigates reports of suspected abuse or neglect in hospitals and PCHs in Manitoba. Calls are taken in confidence by calling 788-6366 (in Winnipeg) or toll-free 1-866-440-6366 (outside Winnipeg).

## **Resident Safety**

The WRHA PCH program is committed to a culture of safety within the homes. PCH staff receives continuous education around resident and workplace safety including, but not limited to:

- ❑ WHMIS (how to control hazardous products)
- ❑ Safe resident movement (transferring and repositioning)
- ❑ Pressure ulcer prevention
- ❑ Falls assessment and management
- ❑ Safe feeding and swallowing practices, including choking
- ❑ Emergency codes, disaster planning, fire drills and procedures
- ❑ Safe medication administration
- ❑ Infection control
- ❑ Elder abuse prevention

The PCH program has developed several brochures which are available to residents, families, friends and visitors. These include brochures on:

- ❑ Swallowing Difficulties
- ❑ What You Should Know about Resident Mobility and Safety
- ❑ Side Rail Use
- ❑ Restraints (e.g. seat belts on wheelchairs)
- ❑ Infection Prevention and Control
- ❑ Fall Prevention Information

*These brochures are available at PCHs*

[Back to Table of Contents](#)

Residents, families, friends and visitors can assist the personal care home in keeping the physical environment safe for everyone by:

- ❑ Encouraging your loved one to use any recommended equipment. This may include walkers, wheelchairs, hip protectors, etc.
- ❑ Reporting unsafe practices or unsafe environments to the management of the PCH immediately so that corrective action may be taken.
- ❑ Reducing infection rates by:
  - Staying away from the home while you are ill
  - Covering your cough
  - Practicing good handwashing
  - Receiving yearly flu shots

**We welcome your feedback!**

**Frequent Contact Numbers**

WRHA Home Care Central Intake: 788-8330

WRHA Long Term Care Access Centre: 833-1760

WRHA Personal Care Home Program General information: 831-2963

Manitoba Health Protection for Persons in Care Office: 788-6366 or  
1-800-855-0511 (toll-free)

[Back to Table of Contents](#)

## APPENDIX A

### **Personal Care Homes in Winnipeg**

The following pages list the Personal Care Homes within the Winnipeg health region, according to community areas. *Note: Descriptions were provided by the Personal Care Homes*

#### St. James Community Area #1

##### **Deer Lodge Centre**

2109 Portage Avenue, R3J 0L3

Tel: 837-1301 Fax: 889-0430

Deer Lodge Centre is the largest Rehabilitation and Long Term Care Centre in Manitoba, with 431 beds. The Centre operates a wide variety of inpatient and community based programs, such as Assessment and Rehabilitation, Personal Care Home, Chronic Care, Respiratory Chronic Care, and Geriatric Mental Health. Of the 235 Personal Care beds, 155 are designated for eligible veterans. Deer Lodge Centre works collaboratively with residents and their families to achieve the mission of “Making Lives Better”.

##### **The Salvation Army Golden West Centennial Lodge**

811 School Road, R2Y 0S8

Tel: 888-3311 Fax: 831-0544

Golden West Centennial Lodge is a 116-bed Personal Care Home, located in west Winnipeg. The Lodge offers a variety of programs for its residents including outings, recreation, rehabilitation and music therapy. The philosophy is resident-focused and encourages family and volunteer involvement. The Lodge offers an Adult Day Program for 65 participants.

##### **Heritage Lodge**

3555 Portage Avenue, R3K 0X2

Tel: 888-7940 Fax: 832-6544

Heritage Lodge is a 2-storey 86-bed Personal Care home in the St. James area of Winnipeg. Its' home-like atmosphere fosters meaningful relationships among Residents, families, and staff. A multi-disciplinary team is committed to providing person-centered care. We provide home cooked meals, a wide variety of recreation programs and outings, a variety of live-in pets, and an outdoor, landscaped setting including raised garden boxes and a goldfish pond.

[Back to Table of Contents](#)

## St. James Community Area #1

### **Extendicare/Oakview Place**

2395 Ness Avenue, R3J 1A5

Tel: 888-3005 Fax: 831-8101

Extendicare Oakview Place is a 245-bed fully accredited Personal Care Home located in the St. James area, with both private and semi-private accommodations. Twenty-four hour individualized personal care and professional nursing care service is provided to residents who require supervision and assistance with activities of daily living. On a Monday to Friday basis, an Adult Day Program provides special programming for seniors in the community. Oakview Place also has one dedicated respite bed. Home-cooked meals, fenced gardens for walks and relaxation, recreation and spiritual programming are part of the facility's goal of "helping residents to live better".

## Assiniboine South Community Area #2

### **Charleswood Care Centre**

5501 Roblin Boulevard, R3R 0G8

Tel: 888-3363 Fax: 896-4763

Charleswood Care Centre is a fully accredited facility dedicated to enhancing the lives of its 155 residents. It is located in Charleswood on 4.5 acres of land which affords ample walk-ways and flower and vegetable gardens. The one-level open concept design and the abundance of natural light creates a warm, stimulating environment. We have 35 private rooms and 60 spacious double occupant rooms. Meals are "home-cooked" in-house and we provide a wide variety of recreational and therapeutic programs as well as outings into the community. The care centre is committed to providing individualized care and services through an interdisciplinary team approach that embraces family involvement.

### **Extendicare/Tuxedo Villa**

2060 Corydon Avenue, R3P 0N3

Tel: 889-2650 Fax: 896-0258

Tuxedo Villa is an accredited 213 bed Personal Care Home offering personal and 24 hour professional nursing care. The Home is a single-level complex with garden-like features that is close to bus routes, shopping and Assiniboine Park. A variety of services and programs are provided to support the residents' needs.

[Back to Table of Contents](#)

## Assiniboine South Community Area #2

### **West Park Manor Personal Care Home, Inc.**

3199 Grant Avenue, R3R 1X2

Tel: 889-3330 Fax: 832-9555

West Park Manor is an accredited 150 bed Personal Care Home in southwest Winnipeg. A not-for-profit Home, it is run under the sponsorship of the Seventh-day Adventist Church. Its mission is to provide holistic long term care in a Christ-like manner as a service to residents. West Park Manor provides on-site Dietary, Laundry, Chaplain and a various Recreation programs. One bed is dedicated to respite care.

## Fort Garry Community Area #3

### **Golden Door Geriatric Centre**

1679 Pembina Highway, R3T 2G6

Tel: 269-6308 Fax: 269-5626

Golden Door Geriatric Centre is a fully accredited, single-story Personal Care Home for 78 residents located in south Winnipeg. Our Centre is devoted to providing excellence in overall care in a healthy and a positive home-like atmosphere, with home-cooked meals and a family-centered approach. We value the uniqueness of each resident, and offer professional services and varied activities which promote dignity, compassion, companionship, and participation in our Golden Door community.

### **St. Norbert Personal Care Home**

50 St. Pierre Street, R3V 1J6

Tel: 269-4538 Fax: 269-6374

St. Norbert Personal Care Home is a small one story facility located in St. Norbert, Manitoba on a scenic bend of the Red River, just minutes off the South Perimeter Highway. There are 91 beds; a majority of them being private rooms with a few semi-private rooms often used to accommodate married couples. St. Norbert PCH is a fully accredited facility which is in compliance with Manitoba Health Standards and is dedicated to providing resident focused care and services while maintaining a homey, family-centered environment. The staff consists of highly qualified, caring, trained professionals who focus on the individual needs of each resident. Meals are all prepared and cooked in house. Residents are encouraged to voice their opinions, concerns, and suggestions, and there is an active Resident Council.

[Back to Table of Contents](#)

**Southeast Personal Care Home Inc.**

1265 Lee Boulevard

Tel: 269-7111 Fax: 269-8819

Southeast PCH is located 4 blocks west of the University of Manitoba Campus Entrance. Southeast is an 80 bed personal care home dedicated to providing a Resident focused care to the Elders of the Aboriginal community.

Southeast has been designed with 4 residential units called “Houses”. Each House is composed of 20 singled private rooms with in-suite bathrooms. Each House has a private common area for dining, recreation, seating for visiting with family and friends or watching television, and each House has their own private enclosed courtyard for the Residents to use. Southeast also offers a secure House for 20 Elders who require reduced stimuli and room to wander which can still offer all the amenities primary to the individuals physical, social, cultural and spiritual needs.

Southeast provides home cooked meals, personal laundry services, Café services, and a Ceremonial Room for those who practice Traditional Aboriginal Teachings are some of the amenities provided.

**The Sharon Home Inc. - The Saul & Claribel Simkin Centre**

1 Falconridge Drive

Tel: 586-9781 Fax: 589-9033

The Simkin Centre, located in Lindenridge, is an accredited faith-based 200 bed Personal Care Home dedicated to providing resident focused quality care and support services to the elders of the Jewish Community. The Home provides kosher meals, cultural programming and spiritual care in a home-like environment according to core Judaic values. An Adult Day Program is also offered.

## St. Vital Community Area #4

### **Actionmarguerite (Saint-Vital)**

450 River Road, Winnipeg, MB R2M 5M4  
Telephone: (204) 254-3332 Fax: (204) 254-0329  
Website: [www.actionmarguerite.ca](http://www.actionmarguerite.ca)

Actionmarguerite (Saint-Vital) is a 154-bed accredited personal care home with a 39 –bed specialized dementia care unit. Established by the Grey Nuns in 1988 (under the name Foyer Valade), the home is owned by the Catholic Health Corporation of Manitoba and designated by the province to serve the francophone community of Winnipeg and Manitoba.

### **Golden Links Lodge**

2280 St. Mary's Road  
Winnipeg, MB R2N 3Z6  
Tel: 257-9947 Fax: 257-2405

Golden Links Lodge is an 88-bed accredited not-for-profit Personal Care Home in St. Vital, owned by the Oddfellows and Rebekahs. Our philosophy of care is Resident and family-centred, supported by our core values of compassion, dignity, respect and integrity. Golden Links Lodge also offers an Adult Day Program (24 spaces), respite care (2 beds) and a 17-bed unit for Residents with dementia.

### **Meadowood Manor**

577 St. Anne's Road, R2M 5B2  
Tel: 257-2394 Fax: 254-5402

Meadowood Manor is an 88-bed accredited non-profit Personal Care Home and 90-suite Elderly Persons Housing complex. One PCH bed is dedicated to respite care. Our goal is to provide a Christian setting that preserves the personal dignity of our residents in a peaceful, safe, respectful and supportive environment. An in-house chaplain provides and coordinates spiritual care.

[Back to Table of Contents](#)

## St. Vital Community Area #4

### **River Park Gardens**

735 St. Annes Road, R2N 0C4

Tel: 255-9073 Fax: 257-6467

River Park Gardens is an 80-bed facility located on the banks of the scenic Seine River in South St. Vital. River Park Gardens is owned and operated by the Winnipeg Regional Health Authority. The philosophy of care is based on a resident and family-centered approach that is grounded in mutually beneficial partnerships among health care providers, residents and families.

### **Extendicare/Vista Park Lodge**

144 Nova Vista Drive, R2N 1P8

Tel: 257-6688 Fax: 257-0446

Vista Park Lodge accommodates 100 residents and is an accredited Personal Care Home. It is located in a residential St.Vital community and welcomes all denominations and cultural backgrounds. Vista Park Lodge provides resident-focused care in a home-like environment and offers home-cooked meals and a wide variety of recreational activities.

## St. Boniface Community Area #5

### **Actionmarguerite (Saint-Boniface)**

185 Despins Street, Winnipeg, MB R2H 2B3

Telephone: (204) 233-3692, Fax: (204) 233-6803

Website: [www.actionmarguerite.ca](http://www.actionmarguerite.ca)

Actionmarguerite (Saint-Boniface), is a 309 bed designated bilingual long term care facility providing a range of services to adults with physical and complex health needs, adults suffering from dementia and related complex behaviours. Owned by the Catholic Health Corporation of Manitoba, the home was established by the Grey Nuns in 1935 as Centre hospitalier Taché Nursing Centre and has commonly been known as Taché Centre. Its mandate is to serve Winnipeg's Francophone population and residents of St. Boniface (within the provincial constituency of St. Boniface). Community Programs such as Respite Care, Adult Day and Supportive Housing Programs are also available.

[Back to Table of Contents](#)

## Transcona Community Area #6

### **Park Manor Personal Care Home**

301 Redonda Street, R2C 1L7

Tel: 222-3251 Fax: 222-3237

Park Manor is the only Personal Care Home serving Transcona and its surrounding communities. Park Manor is an accredited 100-bed non-profit Home sponsored by the Seventh-day Adventist Church. The interdisciplinary team uses a holistic approach to provide care for residents based on the mission statement of "Offering love, peace, compassion, hope and empowerment...to care as Christ did". The Transcona community responds with significant involvement in programming and volunteer support. An Adult Day Program and Meals on Wheels are also provided to the community.

## River East Community Area #7

### **Bethania Mennonite Personal Care Home Inc.**

1045 Concordia Avenue, R2K 3S7

Tel: 667-0795 Fax: 667-7078

Website: [www.Bethania.ca](http://www.Bethania.ca)

Bethania is a 148-bed faith-based Personal Care Home. Two PCH beds are dedicated to respite care. Bethania values creativity and innovation in continuously seeking better ways to enhance the quality of life for elderly individuals. The inter-disciplinary team uses a holistic approach to deliver services based on the Home's corporate values of trust, respect, integrity and hope.

### **Concordia Place**

1000 Molson Avenue

Tel: 661-7372 Fax: 661-7297

Concordia Place is an accredited 140-bed Personal Care Home owned and operated by the Concordia Hospital. Concordia's mission is to provide outstanding services in a way that reflects Mennonite Christian values and demonstrates a passion to serve our community. We strive to consistently provide a home-like environment for our residents. As an active and trusted member of the community, we value compassion, respect, excellence, teamwork and accountability.

[Back to Table of Contents](#)

**Donwood Manor**

171 Donwood Drive, R2G 0V9

Tel: 668-4410 Fax: 663-5249

Donwood Manor is a 121-bed, faith-based, accredited Personal Care Home in northeast Winnipeg. Its mission statement is “to provide the elderly with a place they can call home”, which is demonstrated through its focused approach to individual care.

**Kildonan Personal Care Centre**

1970 Henderson Highway, R2G 1P2

Tel: 334-4633 Fax: 334-4632

Kildonan Personal Care Centre is an accredited 120-bed Personal Care Home that is located in North Kildonan in a residential area along the bank of the Red River. There is an abundance of natural light in the facility that creates a warm, inviting, and home-like surrounding. The courtyard at the rear of the facility provides a park-like atmosphere that is peaceful and serene. All resident rooms are private, have private bathrooms and have individual temperature control. Meals are home-cooked at the facility and a wide variety of resident programs and outings are offered. The facility is committed to providing individualized care and services through an interdisciplinary team approach that recognizes the uniqueness of each resident as a person with a past, present and a future.

**River East Personal Care Home Ltd.**

1375 Molson Street, R2K 4K8

Tel: 668-7460 Fax: 668-7459

Website: [www.rivereast.ca](http://www.rivereast.ca)

River East Personal Care Home is an accredited Home which offers accommodation to 120 elders. It is a one-story structure on 5.4 acres in East Kildonan. All Elder rooms are private with a bathroom. The center of the Home accommodates the Eden Garden Bistro, Cozy Corner Café, Fireplace Lounge and Gathering Room which hosts a wide variety of recreational activities. The secure backyard features gardens, walkways and a large tented patio for gatherings. Home-cooked meals are provided and a “Relaxed Breakfast” allows for a hot breakfast whether you are an early riser or prefer to sleep in. We offer a secure Memory Care neighborhood for 20 elders who require reduced stimuli and room to wander. The Home has many live-in pets. Elders and their families are encouraged to participate in care. Our Mission at River East Personal Care Home is to “Love All, Serve All, Help Ever, Hurt Never.” (Sathya Sai Baba)

[Back to Table of Contents](#)

**Luther Home**

1081 Andrews Street, R2V 2G9

Tel: 338-4641 Fax: 338-4643

Luther Home is an 80-bed accredited Personal Care Home located in North Winnipeg. Sponsored by the Christ Lutheran Church, the Home provides care to residents of all denominations. Within the Home, there is one designated respite bed available, and an Adult Day Program. The complex includes two Elderly Persons Housing units (total of 89 suites) and group home for adults with mental health disabilities.

**Maples Care Centre by Revera**

500 Mandalay Drive, R2P 1V4

Tel: 632-8570 Fax: 697-0249

Maples Care Centre is a 200-bed accredited residence located in North West Winnipeg. All rooms are private with private bathrooms. We believe that people thrive in a comfortable, engaging atmosphere that accommodates the changing needs of individuals. Community is a part of life at Maples Care Centre. Meals are home-cooked on site and programs are individualized to meet the multicultural needs of the residents.

**Middlechurch Home of Winnipeg Inc.**

280 Balderstone Road, West St. Paul, R4A 4A6

Tel: 339-1947 Fax: 334-2503

Incorporated in 1884, Middlechurch Home of Winnipeg is an accredited 197-bed Personal Care Home, including a life-lease senior's condominium complex. Staff is dedicated to the care and nurture of elderly people in need of physical, psychological, social and spiritual support.

**St. Joseph's Residence Inc.**

1149 Leila Avenue, R2P 1S6

Tel: 697-8031 Fax: 697-8075

St. Joseph's Residence is a 100-bed Personal Care Home owned by The Catholic Health Corporation of Manitoba. This fully accredited residence is located in northwest Winnipeg. The mission of St. Joseph's Residence is "to show forth God's love in an environment of respect, reverence and hospitality in the spirit of St. Benedict, by fostering compassionate care to the elderly".

[Back to Table of Contents](#)

## Inkster Community Area #9

### **Fred Douglas Lodge**

1275 Burrows Avenue, R2X 0B8

Tel: 586-8541 Fax: 586-5510

Website: [www.freddouglassociety.com](http://www.freddouglassociety.com)

The Fred Douglas Lodge Personal Care Home is part of the faith-based, non-profit charitable organization, Fred Douglas Society. The Society, owned by the United Church of Canada, offers housing options including life-lease, independent living apartments, supportive housing suites, respite to the community as well as an Adult Day Program for 18 participants daily.

Accredited since 1980, the Lodge is home for 136 residents including eleven beds dedicated to the behaviorally challenged. Our interdisciplinary team of professionals is dedicated to “Uniting Health, Heart and Home” to ensure a home like environment for our residents. We deliver services while embracing the values of caring, mutual respect, dignity and innovation. Our services include on-site home-cooked meals, therapeutic recreation and rehabilitation, music therapy, pastoral and palliative programs.

## Point Douglas Community Area #10

### **Holy Family Home, Inc.**

165 Aberdeen Avenue, R2W 1T9

Tel: 589-7381 Fax: 589-8605

Website: [www.holyfamilyhome.mb.ca](http://www.holyfamilyhome.mb.ca)

Holy Family Home is an accredited 276-bed personal care home owned and operated by the Sisters Servants of Mary Immaculate. Holy Family Home offers a full complement of health care services and specializes in meeting the physical, social, cultural and spiritual needs of the elderly within the Ukrainian and Slavic communities. Regular educational programs promote understanding of many issues including the challenges of dementia and palliative care. Holy Family Home extends services into the community through programs such as Respite Care and Adult Day Program.

[Back to Table of Contents](#)

### **Beacon Hill Lodge**

190 Fort Street, R3C 1C9

Tel: 942-7541 Fax: 944-0135

All our programs and services, and the care we provide, are built around our residents. Our approach reflects the value we place on treating our residents with dignity and respect in keeping with our philosophy of maintaining a home-like, warm and welcoming environment. We encourage our residents to continue pursuing life-long goals and interests which will provide them with a quality living experience. Our attitude is based upon the conscious recognition that residents do not live in our place of work, but that we work in our residents' home.

### **Calvary Place Personal Care Home**

1325 Erin Street, R3E 3R6

Tel: 943-4424 Fax: 783-7524

Calvary Place is a 100-bed Personal Care Home and is operated under the sponsorship of the Heritage Benevolent Association of Manitoba, Inc. Its mission is to provide the highest quality of care to the residents in a Christian environment as a genuine expression of Christ's heart and ministry. To accomplish this goal, Calvary Place has embraced a mandate to focus on Christ-like care.

### **Parkview Place**

440 Edmonton Street, R3B 2M4

Tel: 942-5291 Fax: 947-1969

Centrally located in Winnipeg, Parkview Place has 277 Personal Care Home beds and has been accredited for over 30 years. We promote and encourage individuality and lifestyle choices. We promote quality care to support you in your daily activities. We are dedicated to providing optimal care to support your changing needs today and in the future, in an environment that encourages you to enjoy a meaningful, rewarding life and personal growth. With many recreational and leisure programs, you can participate according to your interests and abilities.

[Back to Table of Contents](#)

### **Lions Personal Care Centre**

320 Sherbrook Street, R3B 2W6

Tel: 784-1590 Fax: 784-2723

Lions Personal Care Centre is a licensed and accredited non-profit personal care home located at the corner of Portage and Sherbrook. The Centre has 116 private rooms with lounges and dining rooms on each of the three floors. Residents are under the care of a Nurse Practitioner and Physician. We provide resident-focused care in a home-like environment and offer home cooked meals and a wide variety of therapeutic recreation programs to maintain the resident's physical, mental, spiritual, and social functioning at their maximum level. This location includes a Supportive Housing program and an Adult Day Club. Lions Housing Centres' mission statement is "to serve the evolving needs of seniors, families, and the community through specifically designed facilities, personalized services, and quality programs."

### **Misericordia Place**

44 Furby Street, R3C 2A1

Tel: 788-8435 Fax: 774-6938

Located in the heart of Winnipeg, Misericordia Place Personal Care Home is a fully accredited Faith-based Home providing quality care in a home-like environment. Opened in February 2000, the interdisciplinary team incorporates a holistic approach to care based on Misericordia's core values of caring, respect and trust.

### **Misericordia Health Centre**

99 Cornish Avenue, R3C 1A2

Tel: 788-8165 Fax: 779-0223

Misericordia Health Centre is located at the foot of the Maryland bridge and has serviced the community for over 100 years. The Centre, a Faith-based facility, provides care for paneled individuals from all Winnipeg hospitals who are waiting for permanent placement in their chosen Personal Care Home. In a home-like environment, the interdisciplinary team incorporates a holistic approach of care based on Misericordia's core values of caring, respect and trust.

[Back to Table of Contents](#)

**Poseidon Care Centre**

70 Poseidon Bay, R3M 3E5

Tel: 452-6204 Fax: 474-2173

Poseidon Care Centre is a 218-bed accredited Personal Care Home, with five floors of private and semi-private rooms. Our care approach is driven by our commitment to provide compassionate care in a respectful manner. All our programs and services and the care we provide are built around our residents. Our approach reflects the value we place on treating our residents with dignity and respect in keeping with our philosophy of maintaining a home-like, warm and welcoming environment. We encourage our residents to continue pursuing life-long goals and interests; which will provide them with a quality living experience. Our attitude is based upon the conscious recognition that residents do not live in our place of work, but that we work in our residents' home.

**Pembina Place Mennonite Personal Care Home**

285 Pembina Highway, R3L 2E1

Tel: 284-0802 Fax: 474-0073

Website: [www.bethania.ca](http://www.bethania.ca)

Pembina Place Mennonite PCH is a 57-bed Personal Care Home that offers specialized services to deaf residents residing in a dedicated unit, in addition to traditional long term care services. Staff is encouraged to develop American Sign Language skills and participate in courses offered throughout the year. The Home values a holistic approach and addresses physical, emotional and spiritual needs. It is sponsored by the Bethania Mennonite Personal Care Home.

**Riverview Health Centre**

1 Morley Avenue, R3L 2P4

Tel: 478-6203 Fax: 452-3246

Riverview Health Centre is a 388-bed multi-program facility providing patient focused care and services to people requiring rehabilitation, palliative care, and long term care. Two hundred twenty-eight beds are available for Personal Care Home residents, including 60 beds dedicated for Alzheimer and other dementia care. Riverview Health Centre believes a home-like, nurturing space supports, enhances and complements our residents' and patients' care, healing, and quality of life.

[Back to Table of Contents](#)

**The Convalescent Home of Winnipeg**

276 Hugo Street North, R3M 2N6

Tel: 453-4663 Fax: 453-7149

The Convalescent Home is an accredited Personal Care Home for 84 residents. The Home provides a home-like atmosphere and responds to the individual needs of the residents, offering the personal care necessary to enhance and enrich their lives. The Board and Staff are dedicated to a standard of excellence for long-term care and related health services and committed to 'performing small wonders' whenever possible.

[Back to Table of Contents](#)

**APPENDIX B**

## PERSONAL CARE HOME CHECKLIST

**Name of Personal Care Home:** \_\_\_\_\_

**Date of visit:** \_\_\_\_\_

Item	Yes	No	Comments
<b>General information</b>			
The home is accessible by public transit.			
Ample parking is available for visitors.			
The home has an admission information package.			
Information is provided, on request, about additional charges for services and equipment not covered by the per diem rate.			
A resident bill of rights is posted and easy to read.			
<b>Resident Appearance</b>			
Residents are clean, appropriately dressed for the season and time of day, and are well-groomed.			
Residents interact with staff and each other.			
<b>Living Spaces</b>			
The home is free from unpleasant odors.			
The home is clean, well-kept and well maintained.			
The temperature in the home is comfortable for residents.			
The home has good lighting.			
Noise levels in the dining room and other common areas are comfortable.			
Smoking, if allowed, is restricted to designated areas.			
Furnishings are sturdy, yet comfortable and attractive.			
There are private rooms for family gatherings/celebrations.			

<b>Staff</b>			
The relationship between the staff and the residents appears to be warm, polite and respectful.			
Staff wear name tags that are easily read.			
Staff knock on the door before entering a resident's room.			
Staff refer to residents by name.			
The home offers a training and continuing education program for all staff.			
The same team of nurses and Health Care Aides (HCAs) consistently work with the same resident.			
The whole interdisciplinary team, including the HCAs, is involved in care planning meetings with the resident and family.			
There is a licensed doctor or nurse practitioner who can be reached at all times.			
Staff is welcoming.			
There is a clear process/policy in place for residents and families to express and address concerns.			
Names and contact information for administration and clinical leaders is readily available.			
<b>Residents' Rooms</b>			
Bathrooms are large enough to accommodate wheelchairs and walkers.			
Residents may have personal belongings and/or furniture in their rooms.			
Residents are encouraged to decorate their room with familiar objects.			
Each resident has storage space (closet and drawers) in his or her room.			
Residents are allowed to arrange for private phone & television installation.			

<b>Common Areas</b>			
Exits are clearly marked and unobstructed.			
There are quiet areas where residents can visit with friends and family.			
The home has smoke detectors and sprinklers.			
All common areas, residents' rooms and doorways are designed for wheelchair use.			
There are handrails in the hallways and grab bars in the bathrooms.			
Bathing and shower suites are warm and attractively decorated.			
<b>Menus and Food</b>			
Menus are posted.			
Residents have a choice of food items or specialty diets.			
Nutritious snacks are available and offered routinely.			
Staff help residents eat and drink at mealtime if help is needed.			
Staff talks with residents when they are helping at mealtime.			
Fluids are provided to residents regularly in between meals.			
<b>Activities</b>			
All residents may choose to take part in a variety of activities.			
The home has outdoor areas for resident use and staff is available to help residents to go outside.			
Activity calendars are posted.			
Residents are offered opportunities to go out of the home for activities/events.			
Spiritual care/religious services are available.			
Resident council meetings are held regularly and minutes accessible.			
The home has a family council.			

